



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending September 30, 2007

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.30	5.90	5.20	5.47
B. Operator Answer Time - Information [730.510(a)(1)]	1.73	1.82	1.45	1.67
C. Repair Office Answer Time [730.510(b)(1)]	8.00	23.00	17.00	16.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	21.00	18.00	42.00	27.00
E. Percent of Service Installations [730.540(a)]	100.00%	96.67%	100.00%	98.89%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	96.97%	98.99%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.90	1.30	1.70	1.30
H. Percent Repeat Trouble Reports [730.545(c)]	12.50%	5.88%	14.29%	11.00%
I. Percent of Installation Trouble Reports [730.545(f)]	7.14%	6.67%	30.77% *	14.86%
J. Missed Repair Appointments [730.545(h)]	2	6	5	4
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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